

*2011 DAVIS PRODUCTIVITY AWARDS NOMINATIONS TRACKING DOCUMENT*

**September 10, 2010**

Achievement Period: October 1, 2009 – September 30, 2010

DPA # & ACHIEVEMENT TITLE	CATEGORY (# OF NOMINEES)	NOMINATOR	ACHIEVEMENT SUMMARY	COMMENTS
<b>Agency Coordinator of the Year</b>	<b>Agency Coordinator of the Year</b>	Clarissa Dunlap, Executive Director, Davis Productivity Awards	<b>Eloise Williams</b> has served as agency coordinator for the Department since 2002. Her responsiveness to requests, attention to detail and overall professionalism has always been outstanding. Through her enthusiasm for the award program and her fellow employees, she increased the number of performance-based nominations submitted by DOEA to the 2011 awards competition by 92% over the previous year.	<b>PLAQUE</b>
<b>DEA-001 Implemented Online Hospice Reporting and Data Requests System (Adaptable Achievement)</b>	<b>Hospice Reporting and Public Records Team</b>	Fae Wilkes	My nominees adapted an award-winning solution for collecting, analyzing and disseminating the Annual Hospice Demographic and Outcome Measures data. After a one-time cost of \$17,720 for office labor costs, the Department will save approximately \$20,000 annually in staff salaries, printing, mailing and storage costs. With the use of this system, data entry errors are greatly reduced and hospice administrators have a secure and rapid way to submit their facilities' data as required by Florida Statutes. With the online system, each hospice administrator may also view and print a system-generated report within minutes. Requests for all or subsets of submitted data can now be fulfilled in days, where previously it took from two weeks to six months. Public records requests can also be filled at zero cost, where before the average cost per request was \$50.00, for an annual average cost of \$2,500.  <u>5 Nominees:</u> <b>Mindy Sollisch, Fae Wilkes, Kun Chen, Demetria Ross, Sheng Ye</b>	<b>PLAQUE</b>
<b>DEA-002 Adapted an Online Surveys and Evaluations System (Adaptable Achievement)</b>	<b>Evaluations and Surveys Web Page Team</b>	Fae Wilkes	This three-member team gathered all evaluations, reports and surveys of Department of Elder Affairs (Department) administered programs that were conducted in-house or by other agencies such as the Office of Program Policy Analysis & Government Accountability (OPPAGA), the University of South Florida's Florida Policy Exchange Center on Aging, along with articles about Department programs from such journals as The Gerontologist, and created an easy-to-use online page that is accessible by anyone with a computer and an Internet connection. Having these reports available online allows staff members, citizens and researchers a quick and easy way to find information about the Department administered programs. The on-line Evaluations page also saves time for the many staff throughout the year when searching for documents or seeking information for citizens and researchers. Specific staff members who use the page on a frequent basis to answer correspondence and data requests have saved additional time, for an annual savings of at least \$2,558.  <u>3 Nominees:</u> <b>Fae Wilkes, Mindy Sollisch, Samantha Burns</b>	<b>CERTIFICATE OF COMMENDATION</b>
<b>DEA-004 Saved the State \$750,000</b>	<b>Sustained Exemplary Performance – Shelia Kilpatrick</b>	Barbara Henry	Shelia Kilpatrick has been an outstanding employee of the Department of Elder Affairs for 16 years. Shelia began as an administrative assistant and was promoted to Grant Specialist III in the Serving Health Insurance Needs of Elders (SHINE) program, a statewide volunteer program. She monitored millions of federal dollars and ensured compliance with the grant requirements. She was promoted to her current position in Financial Administration in September 2009. However, she assisted in monitoring additional budget entities until a replacement could be hired. In the process of developing the Approved Operating Budget for one of the budget entities, Shelia realized a major problem in that cash was not available to support the budget authority for the 2009-2010 grant award. Her quick thinking and problem-solving skills enabled the program office to set spending guidelines prior to the start of the fiscal year. A total of \$750,000 was held as unfunded spending authority as a result.  Shelia has over 20 years of state government experience. She has received four promotions since 2000 and three Davis Productivity Awards. Nominated on three different occasions for Department's Employee of the Month (2008-2009), she won the Employee of the Month award in July 2009.	<b>PLAQUE</b>

<p><b>DEA-006</b>  <b>Improves and Maintains Department Information Systems Infrastructure</b></p>	<p><b>Sustained Exemplary Performance – Kun Chen</b></p>	<p>Ed Neu</p>	<p>Dr. Kun Chen began employment with the Department of Elder Affairs in early 1997, and has received two promotions. Dr. Chen's talent and hard work have been critical to the success of every Information Systems project undertaken at the Department of Elder Affairs. Kun is the central figure in the strategic development of our application systems as well as in their implementation and operation. Dr. Chen performs many of the activities assigned to teams of people in larger organizations. His sustained high level of productivity, expertise, and helpfulness is a critical factor for the success of the Information Systems operations at the Florida Department of Elder Affairs.</p> <p>Although Dr. Chen has only been with state government since 1997, he has received eight Davis Productivity Awards since 2003.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-007</b>  <b>Supports SHINE Volunteers and Educates Medicare Consumers</b></p>	<p><b>Sustained Exemplary Performance – Patty Shaffer</b></p>	<p>Eloise Williams</p>	<p>Patty Shaffer began her public service career as a clerk typist in 1974 and has, because of her outstanding work ethic and commitment, has received many promotions. Patty has been employed with the Department of Elder Affairs for the past 18 years assisting elders, family members and caregivers. She has spent the last twelve years helping Medicare beneficiaries, volunteer counselors, liaisons and other staff members understand the complexities of Medicare.</p> <p>A 28-year state government employee, Ms. Shaffer has won five Davis Productivity Awards and numerous recognitions from the Department. Additionally, the SHINE program unit won annual SHIP Performance Awards from the Centers for Medicare &amp; Medicaid Services (CMS) based on the number of people served.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-009</b>  <b>Developed and Improved Department Software Applications</b></p>	<p><b>Sustained Exemplary Performance – Trendy Harris</b></p>	<p>Ed Neu</p>	<p>Trendy Harris performs a mission-critical role in the Information Technology operations for the Department of Elder Affairs. The Department depends on its client tracking system to manage information required for vulnerable elders to become eligible for Medicaid services as well as track all services provided to elders by the agency's contractors. Trendy works to constantly improve and innovate this system and serves as a mentor for the other software developers in the Department.</p> <p>As a 12-year state government employee, Ms. Harris has won five Davis Productivity Awards since 2003. She has also been recognized as Employee of the Month at the Department on several occasions.</p>	<p><b>CERTIFICATE OF COMMENDATION</b></p>
<p><b>DEA-010</b>  <b>Managed Program Policy Research/Development and Technology Activities</b></p>	<p><b>Ed Neu - Sustained Exemplary Performance</b></p>	<p>Carol Carr</p>	<p>Ed Neu is a loyal state employee with over 21 years and an outstanding work ethic. As Chief Information Officer for the Department of Elder Affairs, Mr. Neu manages all information technology activities of the Department including application development, network and data center operations and user support. He advises on business process improvement and provides actuarial and statistical consultation to program areas.</p> <p>As Chief of Decision Support Services, Mr. Neu served as both Chief Information Officer and Director of Program Evaluation, Research and Planning activities of the agency.</p> <p>As Senior Program Evaluator, Mr. Neu was lead analyst for Florida's home and community-based programs for the elderly. Among other accomplishments, he developed a capitation rate-setting methodology for managed long-term care programs in conjunction with Milliman; developed a Medicaid waiver forecasting model based on attrition and observed expenditures; and developed models for several alternative long-term care programs for elders.</p> <p>Because of Ed's broad knowledge and skills, all areas of the Department call upon Mr. Neu for assistance with a variety of tasks.</p> <p>He has won, individually or as a team member, at least six Davis Productivity Awards since 2002 at the Department of Elder Affairs. He is also an examiner for the Florida Sterling Council.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-011</b>  <b>Operated and Improved Information Systems</b></p>	<p><b>Sustained Exemplary Performance – John Wurtele</b></p>	<p>Ed Neu</p>	<p>John Wurtele has demonstrated his commitment to the success of information technology at the Department of Elder Affairs in the service of our clients for 18 years. John currently manages the technical support group and is responsible for all file and print services, network operations, email services, information security, and hardware configurations. In addition to these duties, John is a trusted advisor to agency management on technology and business process issues.</p> <p>Recently, Mr. Wurtele implemented a portal system allowing remote users to securely connect to the Department's network without the expense of the previous method, saving over \$50,000 per year for our provider partners and remote users. John was a lead agency participant in the implementation of a new phone system which required his extensive technical network experience and extensive overtime. A 21-year employee, Mr. Wurtele has won six Davis Productivity Awards and other recognitions.</p>	<p><b>PLAQUE</b></p>

<p><b>DEA-012</b>  <b>Maintained Critical Supports to Elderly Housing Needs</b></p>	<p><b>Individual –</b>  <b>Margarita Mejia</b></p>	<p>Larry Baxter</p>	<p>Margarita Mejia began employment with the Department in 2005 as an administrative assistant with the Communities for a Lifetime Housing Unit. In 2008, due to staff reductions, Margarita assumed additional duties providing rule information and technical assistance to Assisted Living Facility administrators and nurses. These responsibilities were completed outside her position description and without financial compensation. This required extensive research of Florida Statutes and Florida Administrative Code. She provided approximately 150 hours translating critical documents such as the Assisted Living Facility Core Administrator Examination (2 versions), Disaster Preparedness Guide articles, and information documents for statewide health and wellness programs. In 2008-09, she processed over 400 pieces of correspondence from seniors, many of them requiring Spanish responses. August 2008, she was promoted to contract manager in the Health and Wellness Unit, in this position she manages the Older Americans Act Title IIID federal contracts with eleven Area Agencies on Aging. In this position Margarita is critical to implementation of new invoicing and accountability processes with the AAAs. She won the Department's Employee of the Month in February 2009 and was selected the 2009 Employee of the Year. She continues to offer translation assistance to others in the Department as needed.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-013</b>  <b>Managed Human Resources, Public Safety and Disaster Preparedness</b></p>	<p><b>Sustained Exemplary Performance –</b>  <b>Frances Brooks</b></p>	<p>Carol Carr</p>	<p>Fran Brooks has demonstrated an outstanding commitment to excellence as evidenced by her achievements throughout her career, which includes over 20 years of service to the citizens and employees of the State of Florida. She currently serves as the Bureau Chief of Human Resources, General Services and Emergency Operations and Disaster Preparedness, and is also the HIPAA Training Officer for the Florida Department of Elder Affairs. She supervises staff to provide human resources and business support services. She has also served as the department's Emergency Coordinating Officer responsible for coordinating and directing the emergency preparedness and response efforts on behalf of Florida's 4 million elders and vulnerable citizens, and is the state's lead person responsible for discharge planning from special needs shelters and transition services for elderly populations.</p> <p>As the Director of Human Resource Management for the State of Florida, she was responsible for implementing the Governor's Service First Initiative in 2001, improving the accountability of the state's workforce, and streamlining many of the state's antiquated and bureaucratic personnel processes. As Project Director of the People First Initiative, she was responsible for reducing annual expenditures for Human Resources operations across the state by an average of \$24.7 million per year.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-014</b>  <b>Implemented Alternate Work Site and Laptop Utilization</b></p>	<p><b>CARES Planning and Service Area PSA9 Team</b></p>	<p>Sheila Mitchell</p>	<p>This 15-member team implemented the Department of Elder Affairs' first alternate work site and laptop pilot. Implementation resulted in a decrease of 50% in office space, at an annual lease savings of approximately \$60,000. Programmatic implementation required that clients be assessed utilizing electronic resources. As a result work assignments were specialized and staff working out of the office utilized suitable sites to complete their work, rather than travel back and forth to the office. This implementation resulted not only in cost-savings but in client benefits as well. The benefits to the clients were a result of specialized assignments promoting worker efficiency and productivity with the programmatic goal of increasing the office's total number of community assessments, on-site nursing home assessments, and transitions from nursing facilities. Implementation has resulted in the processing of a 30% higher volume of cases. These specialized operations have additionally raised the level of CARES visibility and access to community partners, institutions, facilities and consumers resulting in a faster response time to their request for assessments.</p> <p><u>15 nominees</u>  Nancy Partin, Ales Day, Karina Garcia, Caroline Avery, Digna Solar, Lem Purje, Harnetha Brown, Joseph Miga, Lillie Seay, Lisa Elsey, Olga Sands, Sarah Gittens, Vanessa Tyree, Debora Lynch, Susan Pietris</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-015</b>  <b>Draws All Cash from Federal Government Into FLAIR</b></p>	<p><b>Sustained Exemplary Performance –</b>  <b>Lisa Revell</b></p>	<p>Lynn Griffin</p>	<p>A 30-year state employee, Lisa Revell has consistently handled cash draws for all trust funds at the Department of Elder affairs in a timely manner and accounted for approximately 75 individual grants for the last five years. She ensures that the Department is in compliance with the Cash Management Improvement Act. Payments to vendors as well as biweekly and monthly payroll could not be accomplished without Lisa's hard work.</p> <p>She prioritizes and accomplishes multiple tasks such as preparation of Schedule I's, all revenue entries for annual Financial Statements, reconciles the cash associated with the Schedule of Federal Expenditure and maintains all accounting reports monthly, quarterly and yearly. She maintains all accounting reports for Revenue Management. Lisa handles her job as a team player with the highest level of professionalism and service. She works as a valuable team player and is always willing to take on additional tasks as well as be a team leader within Revenue Management. Ms. Revell also makes entries associated with the American Recovery and Reinvestment Act of 2009.</p>	<p><b>PLAQUE</b></p>

<p><b>DEA-018</b>  <b>Designed And Developed Elder Affairs Program Dashboard</b></p>	<p><b>Individual –</b>  <b>Trish Webster</b></p>	<p>Fae Wilkes</p>	<p>In order to provide senior management and program managers with a real-time report showing appropriation amounts and the number of currently active clients for programs administered by the Department, Trish Webster developed the Program Dashboard without the need to buy additional software or hardware. Trish was tasked with identifying the best development tool owned by the Department that could create a high-level dashboard that would graphically depict the status of programs by funding source and also allow users to easily “drill down” to program-specific information. To determine which development tool would be best, Trish needed to learn the different tools available and teach herself the features each tool offered. Uniquely qualified to take on this task, she has the technical skills that were necessary to learn different tools and develop the Dashboard, combined with the subject-matter knowledge needed to query and present accurate information using the Department’s databases. Program managers can use the Dashboard to monitor enrollment activity, while fiscal, legislative and communications staff along with senior management staff can get client counts and appropriation amounts in a matter of minutes. Trish's work saved the Department \$15,000 in development costs and the Program Dashboard saves \$30,000 per year.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-020</b>  <b>Improved Region Dynamics through Sustained Exemplary Performance</b></p>	<p><b>Sustained Exemplary Performance –</b>  <b>Sheila Mitchell</b></p>	<p>Jay Hudson</p>	<p>Sheila Mitchell has demonstrated a strong commitment to the Department of Elder Affairs and the citizens of Florida through her continuous dedication and determination to improve services through innovation, leadership, efficiency and effective management of resources while reducing overall costs. Mrs. Mitchell worked closely with the Department’s Headquarters Office in downsizing one of the offices in her region as an integral part of a pilot initiated to improve services, reduce facility footprint and increase case assessments. During this period she also temporarily took oversight for the Orlando office, which had been plagued with high turnover and reduced output. Sheila Mitchell was instrumental in putting the right leadership in place in the office, creating a new momentum which has begun to see improvements across the board. Sheila also oversees two of the busiest CARES offices in the State, and she has continued to work diligently with both offices to bring them into alignment with requirements and improved workload control. Mrs. Mitchell is a 25-plus year state government employee and has received four Davis Productivity Awards as a result of her determination and dedication to excellence. She also won the Department's Employee of the Month award in April 2010.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-021</b>  <b>Developed Volunteer and Community Initiatives</b></p>	<p><b>Individual –</b>  <b>Nicole Hargraves</b></p>	<p>Larry Baxter</p>	<p>In 2009-2010, \$60,000 was targeted to support communities as they address their local priorities in the areas of technology, life-long learning, housing, health and wellness, nutrition and intergenerational connections. Through these mini-grants, Mrs. Hargraves coordinated Communities for a Lifetime staff’s oversight of four minor housing projects, an intergenerational garden project, a bilingual intergenerational computer/technology program, a Parkinson Healthcare Worker and Caregiver training project and an Intergenerational Arts and Heritage project. Projects were encouraged to engage residents of all ages through volunteerism. Over 120 volunteers donated approximately 1,208 hours serving 500-plus participants, amounting to an added benefit of \$25,000. Additionally, new community partnerships were developed as a result of the coordinated efforts of Mrs. Hargraves and this process.</p> <p>Each of the 22 individuals receiving Volunteer Leadership training as a Certified Volunteer Manager represents a commitment to excellence in the management of volunteer resources. Certified Volunteer Managers improve the credibility and community image of the organization through the application of core competencies like volunteer recruitment, recognition and retention, as well as program planning, evaluation and funding development and budgeting. Having Volunteer Managers certified through this process ensures appropriate management of volunteer resources as they engage the Department’s 800-plus trained volunteers.</p>	<p><b>Certificate Of Commendation</b></p>
<p><b>DEA-023</b>  <b>Demonstrated Exceptional Sustained Public Service</b></p>	<p><b>Sustained Exemplary Performance –</b>  <b>JoAnn Williams</b></p>	<p>Larry Baxter</p>	<p>Mrs. JoAnn Williams has over 26 years of sustained exemplary service with state government. She received numerous letters of commendation and special recognitions for excellence. She established effective systems and partners to implement the Department of Elder Affairs' first program providing community service training to low-income seniors. She received two Davis Productivity Awards, one for decreasing state administrative costs by \$191,121. She was selected by the United States Department Of Labor to participate in a Customer Satisfaction Pilot Program before it was launched nationally; this included testing three customer groups. Since 2004, as Director of the Senior Community Services Employment Program, she has secured \$43,620,321 to serve 5,443 low-income older job seekers. In addition to administering a statewide Senior Employment Program, Mrs. Williams implemented a Caregivers for Adults Pilot Program in Pinellas County providing companion/homemaker training, enabling students to increase the quality of life of frail elders. The goal was to train 20, but 90 individuals benefited from the program. She was selected by the United States Department of Labor to participate in a national podcast regarding outreach and recruitment strategies that Florida implemented to successfully inform older workers about the Senior Employment program. She is a team player and mentor.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-025</b>  <b>Provided Accounting Training to Budget Staff</b></p>	<p><b>Sustained Exemplary Performance –</b>  <b>Bennie McGlockton</b></p>	<p>Barbara Henry</p>	<p>Bennie McGlockton has 28 years of sustained exemplary performance with the State of Florida. She began employment in an entry level accounting position and received three promotions at the Department of Children and Families (1980-1993). After a one-year hiatus, she returned to state government with Department of Education and was promoted there also. Bennie spent five years with the Department of Justice and received a promotion. In 2005, she came to the Department of Elder Affairs as an Operations and Management Consultant II, and was promoted to a Government Operations Consultant III-SES in 2009 because of her work ethic and dedication.</p>	<p><b>PLAQUE</b></p>

			<p>Accounting is a daily function in the Budget Office. We are responsible for approving purchase card transactions in FLAIR (state's accounting system), purchase order approvals in ARIBA (state's marketing system), and recording budgetary transactions (allotments, appropriations and approved budgets) in FLAIR. Bennie's 23 years of accounting experience allows her the ability to train budget employees in the accounting aspect of the budget office.</p> <p>Ms. McGlockton won a Davis Productivity Award plaque in 2003 while employed at the Department of Juvenile Justice.</p>	
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<p><b>DEA-026</b>  <b>Manages a Highly Effective Accounting Unit</b></p>	<p><b>Sustained Exemplary Performance – Cynthia Reeves</b></p>	<p>Tonya Kidd</p>	<p>Cynthia Reeves has provided outstanding public service to the State of Florida for over 30 years. Cynthia has proven her excellence by advancing in state government from a clerk typist to a manager of a departmental accounting office. In her capacity as the accounting manager at the Department of Elder Affairs (Department), Cynthia has overseen financial payments of over \$300 million each year with an average accuracy rate of over 98%. This accuracy rate has been sustained for over 10 years. Cynthia's knowledge of state of Florida accounting principles and practices makes her a valuable asset to the Department and to the state's senior citizens who benefit from departmental services.</p> <p>Cynthia receive a Sustained Superior Team Performance Award and \$750.00 in 1996-97 for the disbursements section provision of outstanding job performance during a time when the Department's size had tripled, yet the section only received one additional full-time equivalent (FTE) position. Cynthia received a Special Achievement Award in 1999 and \$1,000 cash award for working to automate payroll functions to eliminate manual processes.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-027</b>  <b>Managed Planning/Evaluation and Designed and Developed Software</b></p>	<p><b>Sustained Exemplary Performance – Mindy Sollisch</b></p>	<p>Carol Carr</p>	<p>Ms. Sollisch has demonstrated an outstanding commitment to excellence as evidenced by her many achievements throughout her career with the State of Florida. She currently serves as the Bureau Chief of Planning &amp; Evaluation, supervising a staff of 22 and managing a budget of over \$1 million.</p> <p>As a Government Analyst II, Ms. Sollisch served as both a Quantitative Policy Analyst/Software Designer and Developer and a Systems Designer and Developer. In the later role, she designed three distinctive management tools: the Adult Protective Services Referral Tracking Tool and User Manual; the Holistic Monitoring Tool and Manual; and she designed and developed the Medicaid Waiver budget management reports.</p> <p>Ms. Sollisch has won, individually or as a team member, at least eight Davis Productivity Awards since 2002.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-028</b>  <b>Developed Data Reporting Training for Volunteers and Staff</b></p>	<p><b>Individual – Szor-Danner Jones</b></p>	<p>David Gauss</p>	<p>Szor-Danner Jones worked 370 hours to create a data reporting training program that included a standardized reference manual and a variety of presentations that utilize new technologies. This new approach directly saved the Department of Elder Affairs an estimated \$21,600 in travel and training costs last year alone. Her efforts to improve data reporting efficiency have improved overall program performance. From October 2009 to September 2010, errors in volunteer data reporting were reduced 51% and total reported clients served increased 25%, when compared to the previous yearly period. She also worked over 150 hours, one-on-one with volunteer counselors teaching the computer skills necessary to properly submit forms to our grantor. These accomplishments led to, in no small part, The Serving Health Insurance Needs of Elders (SHINE) program receiving an actual increase in funding of \$459,487. Additionally, the training Szor-Danner provided has led to increased savings for the 66,304 clients that SHINE counselors served during the 2009-2010 grant years.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-029</b>  <b>Maintained High Level of Professional Administrative Support</b></p>	<p><b>Sustained Exemplary Performance – Sandy McNair</b></p>	<p>Marcy Hajdukiewicz</p>	<p>Mrs. Sandra McNair has achieved sustained exemplary performance through 30+ years of public service. Mrs. McNair started as an OPS Clerk Typist and within three months was hired to a Career Service position being recognized for her organizational skills and within the first four years of employment, she was promoted five times. This trend continued throughout her career as now she is an Administrative Assistant II-SES with the Department of Elder Affairs.</p> <p>While at the Agency for Health Care Administration, Sandy gained the trust and confidence of her superiors to the point that she chaired meetings between transitioning fiscal agents to transfer contract deliverables. She worked with lawyers and Medicaid providers requesting records which had to be carefully redacted and her knowledge of the HIPAA (Health Insurance Portability and Accountability Act) requirements was highly regarded. Sandy gained the confidence of her coworkers to the point that she was often called by offices outside her own bureau for guidance in procedures which she obtained through her experience gained by 30+ years of service.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-033</b>  <b>Sustained Achievement in Planning and Evaluation for Elders</b></p>	<p><b>Sustained Exemplary Performance – Laurie Koburger</b></p>	<p>Fae Wilkes</p>	<p>As a State government employee for 22 years, Laurie Koburger has worked for the elder population of Florida throughout her career. She has handled important projects such as implementing the Department of Elder Affairs' performance-based budgeting and planning functions, becoming the first Director of the SHINE (Serving the Health Insurance Needs of Elders) program, and researching and writing most of the State of Florida's Long-Range Program Plans, the Master Plans on Aging and the State Plans on Aging. In addition to managing and supervising staff within the planning and evaluation unit, she also continues to work on coordinating and implementing several grant projects for which the unit is nationally known.</p> <p>Among her many professional awards are seven Davis Productivity Awards received since 1993.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-034</b>  <b>Developed and</b></p>	<p><b>Exemplary State Agency –</b></p>	<p>Mary Hodges</p>	<p>The Department of Elder Affairs Division of Statewide Community-Based Services transitioned a total of 1,209 individuals from nursing homes back into the community. The total actual cost to serve these individuals in the community through Medicaid programs (Aged and Disabled Adult Waiver;</p>	<p><b>PLAQUE</b></p>

<b>Implemented a System for Nursing Home Transition</b>	<b>Statewide Community Based Services</b>		Assisted Living for the Elderly Waiver and Nursing Home Diversion Waiver) for the period August 2009 through August 2010 was \$9,823,247. Had those individuals remained in the nursing homes under Medicaid for that time period, the cost for services would have totaled an estimated \$33,417,582. The nursing home transition activities were possible as a result of a Legislative appropriation (from the nursing home budget) in the amount of \$6,818,192. This appropriation saved the State an estimated total of \$23,594,335 had these individuals remained in nursing homes instead of transitioning to Medicaid Waiver programs.	
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<p><b>DEA-035</b>  <b>Rebuilt Subscriber List to Save Taxpayers Money</b></p>	<p><b>Communications Office Team</b></p>	<p>Jon Peck</p>	<p>A prime vehicle for the Department to communicate directly with seniors is Elder Update, a 24-page bimonthly newspaper. The publication is produced by staff and printed/mailed to subscribers by a contracted vendor. With production costs rising and budgets tightening, the Communications team determined that it could reduce waste within the distribution list by eliminating duplication and focusing on those who truly wish to receive copies. To the extent possible with an older audience, efforts were also made to transition subscribers to no-cost electronic copies.</p> <p>Staff built a more effective subscription list by asking Elder Update readers to indicate if they wished to continue receiving the publication. Duplicate entries were eliminated and less-costly group delivery was emphasized. Savings were significant when the rebuilt distribution list was fully implemented for the July and September 2010 issues.</p> <table border="1" data-bbox="884 342 1736 415"> <thead> <tr> <th></th> <th>Individuals</th> <th>Groups</th> <th>Total</th> <th>Printing</th> <th>Postage</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>June 2009</td> <td>48,183</td> <td>15,509</td> <td>63,692</td> <td>\$8,045</td> <td>\$8,699</td> <td>\$16,744</td> </tr> <tr> <td>Sept. 2010</td> <td>16,909</td> <td>25,774</td> <td>42,683</td> <td>\$5,235</td> <td>\$4,437</td> <td>\$9,672</td> </tr> </tbody> </table> <p>This 42% cost reduction equates to \$42,432 in annual savings to the taxpayers. In addition, hundreds of subscribers have been transitioned to electronic copies, from just 60 electronic recipients in February 2009 to 687 by September 2010, producing another \$852 in annual savings, for a total of \$43,284.</p> <p><u>7 nominees</u>  Jon Peck, Liz Jameson, Kassie Elekes, Deanne Davis-Williams, Pene Miller, Sholene James, Whitney Hults-Richartz</p>		Individuals	Groups	Total	Printing	Postage	Total	June 2009	48,183	15,509	63,692	\$8,045	\$8,699	\$16,744	Sept. 2010	16,909	25,774	42,683	\$5,235	\$4,437	\$9,672	<p><b>CERTIFICATE OF COMMENDATION</b></p>
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June 2009	48,183	15,509	63,692	\$8,045	\$8,699	\$16,744																			
Sept. 2010	16,909	25,774	42,683	\$5,235	\$4,437	\$9,672																			
<p><b>DEA-036</b>  <b>Directed Communications Activities</b></p>	<p><b>Sustained Exemplary Performance – Jon Peck</b></p>	<p>Carol Carr</p>	<p>For two and a half decades, Jon Peck has served at the highest levels of state government, assisting top government leaders by ensuring that their communications with the public are effective, professional and of the highest quality. Jon's philosophy is that even the best-intended public policy cannot succeed if the public does not support it, and he has dedicated his career to providing the people of Florida with sufficient information to understand and support a wide range of program and policy initiatives.</p> <p>A former journalist, Jon has directly served a Florida Governor, two Attorneys General and the heads of three state agencies. At each career destination, he has elevated the professionalism of the agency's communications operations while modernizing its processes. Through his efforts, three different agencies transitioned from copier-and-fax procedures to email and web-based dissemination of information. He also introduced numerous cost-saving initiatives, including a recently revamped distribution of a bimonthly publication that will save the taxpayers \$43,284 per year (details below).</p> <p>Although Jon Peck works in an area where outcomes and successes cannot be quantified, he has left the operations of every office in which he worked better than when he arrived.</p>	<p><b>PLAQUE</b></p>																					
<p><b>DEA-039</b>  <b>Increased Health Insurance Counseling Assistance to Florida's Elders</b></p>	<p><b>Exemplary Agency – SHINE Program Unit</b></p>	<p>Larry Baxter</p>	<p>The Florida SHINE (Serving Health Insurance Needs of Elders) program greatly increased service to Medicare beneficiaries, their families and caregivers in all 67 counties. Through 97,968 volunteer counseling hours, an additional 12,457 individuals were assisted with critical and urgent health insurance and prescription drug needs. This was a 25% increase over clients served the previous year and provided a savings to the state of \$2.06 million.</p>	<p><b>PLAQUE</b></p>																					
<p><b>DEA-041</b>  <b>Reduced Costs of Alzheimer's Disease Advisory Committee Activities</b></p>	<p><b>Sustained Exemplary Performance – Karen Griffith</b></p>	<p>Mary Hodges</p>	<p>Karen Griffith's planning of the Alzheimer's Disease Advisory Committee quarterly meetings has positively responded to the state's mandate to reduce travel cost and the Department's budget overall efforts to reduce costs. Because the Department is statutorily required to provide staffing support for the Committee, Mrs. Griffith worked with the Committee to schedule conference calls and limit travel expenses. Meetings were recorded and transcribed from a tape recorder and distributed electronically. More than \$12,000 was saved by Mrs. Griffith's negotiations with hotels for free meeting space and rotating responsibility for meeting location with Committee members and memory disorder clinics. Karen is always willing to take on additional tasks, such as assisting with the charitable contributions campaign and volunteering to deliver home delivered meals. Mrs. Griffith's productivity is extraordinary as she documents and tracks more than 500 contracts and amendments annually, an average of more than 200 contract invoices and various correspondences monthly, in addition to routine clerical and administrative duties and responsibilities. A 28-year state government employee, Mrs. Griffith's job performance remains exceptional.</p>	<p><b>PLAQUE</b></p>																					



<p><b>DEA-042</b>  <b>Increased Productivity of Contract Management Unit</b></p>	<p><b>Sustained Exemplary Performance – Connie Hall</b></p>	<p>Mary Hodges</p>	<p>Connie Hall's job performance has ranked among the highest in the Department for more than a decade because she has consistently managed more than 35 contracts, totaling nearly \$45,000,000. The average number of contracts managed by a contract manager at any given time is 20.</p> <p>In spite of her enormous workload and level of productivity, Connie is willing to accept additional tasks, which not only improves efficiency in her work unit, but assists staff in other areas of the Department. She coordinated receipt of the unit's contractor budgets and compiled the information into a spreadsheet for contract administration's development of contracts.</p> <p>An employee of state government for more than 30 years, Ms. Hall has won five Davis Productivity Awards (Fixed Capital Outlay Projects and Dually Enrolled Transition) and was also named the Department's Employee of the Month for outstanding contract management.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-043</b>  <b>Increased Productivity of Community-Based Services</b></p>	<p><b>Sustained Exemplary Performance – Mary Hodges</b></p>	<p>Eloise Williams</p>	<p>Mary Hodges has maintained sustained exemplary performance throughout her 23-year career as a public servant. She currently serves as Bureau Chief of the Community and Support Services Unit, Division of Community Based Services with the Department of Elder Affairs. She supervises a staff of 30 and manages a budget of over \$143 million. She has administrative oversight and supervision of Monitoring and Quality Assurance, Aging and Disability Resource (ADRC)/Aging Resource Center (ARC) Implementation, Contract Management, Technical Assistance, Nutrition and Caregiver Support Units, ensuring that all related administrative, programmatic and budgetary functions of the Units are consistent with division and agency policies.</p> <p>Ms. Hodges has won, individually or as a team member, six Davis Productivity Awards since 2002.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-044</b>  <b>Improved Elder Helpline Operational Activities</b></p>	<p><b>Sustained Exemplary Performance – Gretta Jones</b></p>	<p>Mary Hodges</p>	<p>Gretta Jones' job performance has ranked among the state's highest achievers for more than a decade because she consistently excels in addressing Elder Helpline consumer issues. Always willing to assist, Gretta took on more work to support the additional workload of the Unit, since staffing resources have not increased. Identifying activities necessary to complete assignments in a timely manner, she assisted the Department's monitoring and quality assurance team by providing guidance on the Information and Referral (I&amp;R) monitoring tool and interpretive guidelines.</p> <p>A 20-year state government employee, Ms. Jones was awarded the Division Director's Award for Sustained Superior Achievement in 1995; won three Davis Productivity Awards, one as a member of the Administration and Information Team in 2005 and she received the FLAIRS (Florida Alliance of Information and Referral Service) President's Award for outstanding service to the information and referral industry in 2005. Also, Gretta was the Department's Employee of the Month in 2006.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-045</b>  <b>Increased Productivity of Contract Management Unit</b></p>	<p><b>Sustained Exemplary Performance – Beverly Friedberg</b></p>	<p>Mary Hodges</p>	<p>Beverly Friedberg's job performance has ranked among the state's highest for more than two decades because she consistently excels as a contract manager and program administrator. Beverly manages an average of 30 to 40 contracts, exceeding the average number of 20.</p> <p>Always willing to assist the Unit and improve performance, Ms. Friedberg had primary lead responsibility on writing the Department's Programs and Services Handbook, managed the task force for the Client Information Registration and Tracking System (CIRTS)/Comprehensive Assessment and Review for Long-Term Services (CARES) database integration, and coordinated the Older Americans Act Title IIIIE Family Caregiver Support Program implementation.</p> <p>A 32-year state government employee, Ms. Friedberg has significant working experience in mental health services, children services and aging services; and she has won five Davis Productivity Team Awards.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-046</b>  <b>Completed Quality Work with the CARES Program</b></p>	<p><b>Sustained Exemplary Performance – Janice Barge</b></p>	<p>Jeanne Taunton</p>	<p>Ms. Janice Barge has completed over 25 continuous years of outstanding service through employment with the CARES (Comprehensive Assessment and Review for Long Term Care Services) Program. She has worked with this program since its inception. She began her career with the Medicaid program in 1985 as a Clerk Typist II and joined the CARES program as a Word Processing Systems Operator when it began in 1986. She performs many duties, which include data entry of Level I Nursing Home Preadmission screening forms, data entry for case set up, staffing and follow-up information, and many other general clerical duties. During this past year, Ms. Barge has completed data entry of over 800 Level I Preadmission screenings and has input data for over 700 cases. She provides courteous and helpful customer service and treats elderly clients and family members with respect and dignity.</p>	<p><b>PLAQUE</b></p>

			A 25-plus year state government employee, Ms. Barge won a team Davis Productivity Award in 2006.	
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<p><b>DEA-048</b>  <b>Saved the State Dollars through Sustained Exemplary Performance</b></p>	<p><b>Sustained Exemplary Performance – Karen Swindler</b></p>	<p>Jeff Robinson</p>	<p>Mrs. Karen Swindler is the Senior CARES Assessor for Planning and Service Area 4A. In this role she conducts all of the training of new staff. She serves on several community boards as a CARES expert. She advises them on our agency's policies and helps them make appropriate decisions regarding the need for services and placement. Her work product is exceptional. Her cases are always well documented and organized. She completed 148 community assessments during her most recent evaluation period. She averaged 4.53 days from receipt of information to staffing. 92.5% of her cases were staffed within expected time parameters. Mrs. Swindler's case load includes Shands Hospital, which is our area's disproportional share hospital. These cases are consistently among the most difficult and complex we receive. Mrs. Swindler is very professional in her demeanor and represents our agency in the best possible manner. Her efforts with the nursing home diversion program have saved the state of Florida and its taxpayers approximately \$212,500.</p> <p>Ms. Swindler has over 25 years of state government experience and has won three Davis Productivity Awards since 2002.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-049</b>  <b>Saved the State \$202,500 Through the Department's Mission</b></p>	<p><b>Sustained Exemplary Performance – Linda Pickrell</b></p>	<p>Sam Rutledge</p>	<p>Linda Pickrell has over 25 years of outstanding state government service. Her dedication and commitment have been evident in her service to Florida's elders. She began working with the Aging and Adult Service Program in 1985 and received several promotions. In 1995 she became the Human Services Program Supervisor for the program. She came to the Department of Elder Affairs in 1997 as a Human Services Program Analyst and began in her current position as Senior CARES Assessor in 2000. She has scored above the average on every performance evaluation since I arrived in 2003. She is helpful to others in the office and works well with nursing homes and lead agency in the area.</p> <p>Ms. Pickrell has demonstrated commitment to the Department's mission. She has shown the willingness to do all that is possible in seeking the most independent placement available based on the level of care given for her clients. Ms. Pickrell completes assessments timely. This past year, Ms. Pickrell staffed 98.99 percent of her cases according to time standards and completed her follow-ups timely 97.69 percent of the time. She saved the State \$202,500 through the diversion program. Ms. Pickrell has won two Davis Productivity Awards since 2002.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-050</b>  <b>Maintains High Level of Productivity in Services</b></p>	<p><b>Sustained Exemplary Performance – Yvonne Black</b></p>	<p>Jeffrey Robinson</p>	<p>Mrs. Yvonne Black is a Registered Nurse Specialist for the Department of Elder Affairs in Planning and Service Area 4A. Mrs. Black's caseload consists of 17 nursing homes which is the most of any other person in a similar position within the work unit. During fiscal year 2009/2010 she completed 703 assessments. She averaged 3.77 days from assignment to assessment, and staffed her cases on an average of 4.2 days after assessment. 100% of her cases were completed within agency time standards. Mrs. Black serves as a mentor to all staff regarding medical issues. Her work is consistently error free and her records and case notes are excellent. No errors in her work were noted from any level of monitoring.</p> <p>With over 31 years of sustained exemplary public service, Ms. Black has won three Davis Productivity Awards since 2002.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-051</b>  <b>Improved Communication Between Two State Agencies</b></p>	<p><b>Sustained Exemplary Performance – Sherri Martin</b></p>	<p>John Young</p>	<p>Ms. Sherri Martin is a wonderful example of a long-term State of Florida employee that cares for those she serves. She continually looks for ways to improve her work place. Over this past year Ms. Martin has worked diligently to create a partnership with the Department of Children and Families (DCF)/Access and her office in Ocala. She developed the contacts, developed the proposal to her superiors and then created a space to house a DCF employee in her office. She did this to enhance the communication between the two agencies as well as ensuring that the individuals that they both serve would get the most effective and expedient service possible. Prior to this, communication between the agencies would often break down and individual's applications for Medicaid would come to a halt or be lost in the paperwork that is familiar to government. Now if there are issues it is as simple as going to the next office talking the issue through and coming to a resolution expeditiously for the client.</p> <p>A 29-plus year employee, Ms. Martin is the recipient of two Davis Productivity Awards since 2002.</p>	<p><b>CERTIFICATE OF COMMENDATION</b></p>
<p><b>DEA-052</b>  <b>Streamlined and Redesigned Contracting Process</b></p>	<p><b>Contract Project Management Team</b></p>	<p>Don Holmes</p>	<p>This twenty-two member team collaborated across divisional lines to solve a work process and capacity problem by streamlining its contracting process. Drawing upon the project management discipline, the nominees facilitated a convergence of innovation, teamwork and technology to garner a 22% increase in functional capacity. My nominees' achievement directly affected the Department's ability to capitalize on its success in securing an increased share of federal grant funds. The team reduced the average processing time for developing contracts and amendments by 31%. These innovations not only facilitated the contract planning process, but ensured the timely delivery of services to 600,000-plus elder Floridians. By looking beyond their traditional job responsibilities, the nominees generated cost savings/avoidances of \$123,320.00. The redesigned system also benefited other bureaus and units within the Department by reducing the overall processing time for developing a full contract versus a one-page renewal from 39 to 12 days. This initiative required team members to take risks, particularly in learning and mastering new software programs. The team developed and tested various knowledge transfer forms, and met frequently with internal customers to access their needs. For more information, please contact Don Holmes at (850) 414-2134 or email <a href="mailto:holmesde@elderaffairs.org">holmesde@elderaffairs.org</a>.</p>	<p><b>PLAQUE</b></p>

			<u>22 Nominees</u> Don Holmes, Mary Hodges, Dean Kowalchyk, Brenda Geddis, Beverly Friedberg, Carol Carr, Chuck Corley, Connie Hall, Eloise Williams, Hope Eady, Jaime Bustos, JoAnn Williams, Larry Baxter, Lynn Griffin, Marcy Hajdukiewicz, Marianne Yancey, Michele Mule, Nicole Hargraves, Sandi Smith, Shirley Kervin, Tonya Kidd, Yolanda Siples,	
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<p><b>DEA-053</b>  <b>Facilitated Real-time Data Transmission Through Technology Implementation</b></p>	<p><b>Information Technology Network Team and Enterprise Support Group</b></p>	<p>Pia Neustader</p>	<p>All Department of Elder Affairs Information Technology support is managed centrally from Tallahassee. To implement this innovation, Enterprise Support personnel travelled to the satellite location in Lake Worth, Florida, in February 2010, installing new equipment and initial training to 15 CARES professional staff including nurses and assessors to enable the staff to work remotely, transforming the day-to-day operations of a CARES office. Staff also assisted in the subsequent relocation of this office to the downsized footprint in West Palm Beach and troubleshoot wiring/network connectivity issues as they arose in West Palm Beach.</p> <p>By understanding the needs of the workers in the field, the support staff was able to efficiently tailor training needs to meet the skill set and abilities of the staff, ensuring a successful transition to the new technology and ultimately facilitating the office's reengineered business processes which are ongoing. By facilitating training in a manner that employees could readily adapt to using new technology, the help desk technicians ensured a smooth transition for staff that were both relocating and changing their work processes.</p> <p><u>6 Nominees</u>  <b>Melanie Foster, John Wurtele, Blake Chambers, Kenneth Roberts, Daniel Sutton, Julia Bradbury</b></p>	<p><b>CERTIFICATE OF COMMENDATION</b></p>
<p><b>DEA-054</b>  <b>Saved the State \$157,500 Through the Department's Mission</b></p>	<p><b>Sustained Exemplary Performance – Janet Southwell</b></p>	<p>Sam Rutledge</p>	<p>Janet Southwell has been an exemplary state government employee for over 25 years. Her commitment and dedication to the elderly citizens of Florida has been evident in her service. She began state employment as an Eligibility Specialist in the Department of Health &amp; Rehabilitative Services (Children &amp; Families) before she came to the Department of Elder Affairs in 2004 as a CARES Assessor.</p> <p>Ms. Southwell has worked hard to help the unit accomplish the mission of the Department. She has shown the desire to assist the clients as they seek to live as independently as possible. Ms. Southwell completes assessments timely. She has staffed 99.41 percent of her cases according to time standards. She has completed her 30-day follow-ups timely 92.73 percent of the time. This past year, Linda diverted 63 individuals from nursing home placement into community settings saving the state approximately \$157,500.</p> <p>A 25-year employee, Ms. Southwell received a Families Up Front award through the Department of Children and Families in 1977, a St. Vincent De Paul award for long-term service in 2008. Linda also won a team Davis Productivity Awards in 2002 at the Department of Elder Affairs.</p>	<p><b>PLAQUE</b></p>
<p><b>DEA-055</b>  <b>Saved the State Money through Sustained Exemplary Performance</b></p>	<p><b>Sustained Exemplary Performance – Sherry Priest</b></p>	<p>Jeffrey Robinson</p>	<p>Mrs. Sherry Priest is a CARES assessor for the Department of Elder Affairs in Planning and Service Area 4A (PSA4A). She conducts both in-home and in nursing home assessments in both Duval and Clay counties. Over her most recent evaluation period she produced 173 assessments. 98.84% of these cases were staffed within expected agency guidelines. She averaged 3.59 days from receipt of information to staffing. Mrs. Priest's assigned territory, due to its distance from the office, requires a good deal of planning to efficiently make use of her time and to minimize travel expenses. Her work product is error free, with no errors noted on any monitoring level. Her case records and notes are excellent. Her case decisions are well documented and appropriate. A 32-year state government employee, Ms. Priest has won four Davis Productivity Awards.</p>	<p><b>PLAQUE</b></p>
<p>DEA-056  <b>Supported Mission Through Outstanding Service</b></p>	<p>Sustained Exemplary Performance – <b>Martha Gillette</b></p>	<p>Sam Rutledge</p>	<p>Martha Gillette's dedication to elder citizens of Florida has been evident in her service over the past 25 years. She began as an eligibility specialist in the Adult Payments Section of the Department of Children and Families and moved to Child Support Enforcement. Martha then joined the Agency for Health Care Administration in 1993. She left state employment for a brief time to get her Masters in Social Work and is currently a Licensed Clinical Social Worker. Martha returned to public service by joining the Department of Elder Affairs in 2006. During the past year, she saved the State \$170,000 in nursing home diversion.</p> <p>Ms. Gillette has demonstrated commitment to the Department's mission. She has shown the willingness to do all that is possible in seeking the most independent placement of clients available, based on the level of care given for her clients. Ms. Gillette completes assessments timely. She has staffed 99.69 percent of her cases according to time standards. She has completed her follow-ups timely 98.4 percent of the time. She has had a positive impact on many senior citizens throughout her career. Martha is a valuable asset to the CARES Program Unit, the Department and Florida taxpayers.</p> <p><b>END OF 2011 DAVIS PRODUCTIVITY AWARDS WITH WINNERS' ANNOUNCEMENT 03-15-11</b></p>	<p><b>PLAQUE</b></p>